



WARREN
GOLF & COUNTRY CLUB

Golf Internet Booking FAQ

1. What is my Login ID?

You can locate your Login ID at the bottom left corner of the WGCC Membership Card (GXXXXX-XX).

2. Why I cannot Login?

- Maybe you are not a Principal Golfing Member, only Principal Golfing Member can login to do booking.
- Maybe your membership status is not active.
- Maybe you insert your password or login ID wrongly.

3. What should I do before I can log in?

- Make sure you are Principal Golfing Member
- Make sure your membership status is active.
- For Principal Golfing Member who has registered as a WGCC Golfing member, please refer to the letter send by WGCC for your login password.
- Please make sure your email given to WGCC is valid.

4. Forgotten your password?

To reset your password, please follow the steps below:

- i. Go to WGCC Online Golf Booking webpage.
- ii. Click the "Forgotten Password" button.
- iii. Enter your membership no. in the first box.
- iv. Enter your email address in the second box.
- v. Click the "Reset Password" button. The system will auto generate a new password and send it to your email which registered during the sign-up of the WGCC membership.

**Password policy:

- Password must be between 7 and 10 characters long
- Password must contain at least 1 numeric digit

5. Cannot get new password email after reset?

Advise:

- Please check junk mail & spam mail box.
- Make sure your mail server doesn't block the mail from the Tee-Time Booking system.
- Otherwise, change your email address to a valid personal email address instead of corporate email address. Email your request to membership@warren.org.sg. It will takes up to 2 days to process the updating to tee-time booking system.

6. How do I change my password?

If you would like to change your password after resetting it, just sign in to your account with your current password and click on "Change Password".

- i. Enter your current password in the first box.
- ii. Enter your new password in the second box.
- iii. Re-key your new password in the third box.
- iv. Click on "Change password".

7. How do I change my email address?

- i. Click on the "Updated Email Address" button after you login. Enter your new email address in the second box and click "Updated Email Address". Your request will be sent to our membership department and it will take maximum 2 working days to process the request.
- ii. You may also email us the following details to membership@warren.org.sg:
 - Membership ID no.
 - Birth date
 - Full name
 - New email address

8. Why didn't I receive a confirmation email?

If you did not receive any confirmation email, kindly note that the confirmation email may have been diverted to your junk box. If you are still unable to receive the confirmation email, kindly log in with your new password. Your email address will display on the top-right corner of the website. If your email address is not valid, update your email address.

9. Why does it show "Invalid membership number or email address. Unable to reset the password." when I try to reset my password?

Mean that the membership ID and your email address that you have insert is not match. You will need to key in your membership ID correctly (eg: GXXXXX-XX). And you have to enter the email address given to WGCC during the sign-up of WGCC membership correctly.

10. Why doesn't my password work?

There are several reasons why you might be getting an "Invalid or incorrect password" error message:

Passwords are case-sensitive (meaning that "PASSWORD," "paSsWoRd," and "password" are not equivalent), so be sure to keep this in mind when entering your password.

11. Why does it show "Maximum number of invalid tries reached. This user account has been temporarily disabled."?

Your account has been block for 3mins because you attempt to login using the wrong username or password for 5 times. Your account will be automatically unblocked after 3 mins.

12. How do I make a golf booking online?

Please refer to the user guide.

13. What must I produce at Warren Golf & Country Club on my date of play?

Golfer has to present the booking confirmation email to WGCC counter staff during the actual day of play. All golfers, including the principle booker, must produce their **WGCC membership card** (if any **and a valid handicap card**. Please refer to the Rules and Regulations of WGCC for the detailed requirements.

14. Feedback from member.

Write in to golf@warren.org.sg.

15. Weekend system down, who to contact?

No technical support will provided from DreamCloud during weekend. Email to it@warren.org.sg. IT department will follow up the case immediately on next working day.

16. WGCC staffs are not allowed to help members to do booking via internet.

17. Time table for booking:

Weekend / PH Flights

	Internet Booking	In-Person Booking
Opening Day	Wednesday	Thursday
Opening Timing	4:00pm	4:30pm
Opening Day (If PH on Thursday)	Tuesday	Wednesday
Opening Timing (If PH on Thursday)	4:00pm	4:30pm

Weekday Flights (Except PH)

- Weekday internet flights will be released 8 days in advance.
Eg: On 12/3/2015 (Thursday) after 4:00pm, internet flights will be released up to 19/3/2015 (Thursday). i.e. Before 4:00pm, the internet flights will be released up to 18/3/2015 (Wednesday).
- Cut-off time for next day booking will be at 4:00pm every day.
Eg: On 12/3/2015 (Thursday) before 4:00pm, members are able to book internet flights for 13/3/2015 (Friday). After 4:00pm, the 13/3/2015 (Friday) internet flights will be closed.